

POLICE DEPARTMENT

Fiscal Year 2004

ADVANCEMENT MADE POSSIBLE BY TECHNOLOGY AND DEDICATION

The Amherst Police Department is continually striving to improve the services that we offer you, our community. To provide the best possible protection and partnership with the Town, I rely on my two most essential commodities: the dedicated police officers who strive to make Amherst safer and the latest technology that is available to us.

Within the past few years, technology has played an essential role in the advancement of law enforcement. Prior to the terrorist events of 9-11, technological advancements were not on the minds of most police administrators. Increases in violent crimes, budget constraints, community relations and staffing concerns were what police administrators used to expend most of their energies on. Now, that has changed. The number one focus of law enforcement is the ever-increasing need for superior technology to combat crime and disorder issues in our community.

Crime mapping has increased our ability to address violent crime and staffing issues. It enhances the ability of police officers and police administrators to identify "hot spots," to analyze patterns of crime and criminal behavior, and to share this data throughout the Police Department. The Police Department hopes to use this data to deploy police officers more efficiently and effectively.

The Police Department has been working towards radio interoperability, which will provide for communication capabilities with other Town departments as well as other local and state law enforcement agencies in the event of a major incident. Police officers have now come to rely on their cruiser-mounted laptop computers as another communication device. They routinely communicate with each other as well as the Registry of Motor Vehicles and other national criminal justice data bases without having to burden the Communications Center. At this time, police officers are currently experimenting with hand-held computers for our motorcycle, bicycle, and foot patrols, so that they can have, at their fingertips, much of the same data that officers in the cruisers can access. From an investigative standpoint, digital photography has all but replaced the 35mm cameras that we used to so heavily rely upon. Additionally, the internet has eased the once burdensome task of information-sharing between detective units in all local law enforcement agencies. As a result, we have been successful in apprehending offenders who once eluded law enforcement by moving their illegal activities across many towns.

From a technical standpoint, there has been much advance in the choice of non-lethal tools to which we have access. Police officers used to only have a baton for protection in non-lethal situations. In recent years, we have acquired pepper spray, pepper ball and other impact munitions. Some of these tools became necessary after the Hobart riot of 2003, where 15 of my officers were injured. To protect the public and my police officers, I needed tools that would deter riotous or violent behaviors with the least amount of force. I will continue to research other available options to protect my officers and the public.

While technology plays a substantial part in combating crime, the most valuable aspect of the Amherst Police Department remains the membership of our agency. Our successes are a product of the enthusiastic police officers who arrive at work with the strong belief that their efforts, with the community as a partner, can achieve any task. They strive to make Amherst a pleasant, tolerant, and safe place to work, live, and raise our families. Amherst police officers are challenged as few others are. Due to the makeup of our community, the requests for our services are extremely high. Nonetheless, your police officers constantly try to provide the same, or better, level of conscientious service to which you are accustomed. We have recently re-written our *Mission and Values Statement* to reflect the changes in society and law enforcement. Our statement now reads:

The Amherst Police Department values our community and our officers. We value our integrity, professionalism, honesty, and we honor the trust vested in us by our community. We believe that Community Policing is an integral part of combating crime and improving the quality of life in Amherst by creating an interactive approach to problem solving and problem prevention based upon a partnership between Amherst citizens and the Amherst Police. It is based on the beliefs that police officers and private citizens working together can help solve community problems related to crime, fear of crime, and quality of life issues. We will use a practical approach, and respect for the dignity of each individual and the diversity of our community, to broaden communication and collaboration among Amherst citizens, neighborhood organizations, the Amherst Police Department, and other organizations, in serving and strengthening our community.

Thank you for your continued support and trust in our efforts to make Amherst the finest community in the Pioneer Valley.

Charles L. Scherpa
Chief of Police

COMMUNICATIONS CENTER

It cannot be overstated that without sufficient staffing all else suffers. As people are required to work time beyond what is reasonable, morale deteriorates, turnover is high and the hiring and training process slows, exacerbating all other issues.

The staffing formula for an emergency service department must include an appropriate relief factor. Ours has none. Dispatchers in the Amherst Public Safety Communications Center are to be applauded for consistently providing quality service despite the extraordinary demands placed upon them by the nature of their work and the time it has required.

Nine dispatchers are necessary in order to schedule two dispatchers on duty, three eight-hour shifts a day, each and every day. However, with only nine Dispatchers, scheduling breaks (including meal times) is not possible and overtime is required each and every time one of the nine is on leave (e.g. sick, personal, vacation); is needed as additional help on weekend nights; is at training; or is meeting with the supervisor for any reason. The loss of an employee from our staff adds another forty hours a week of coverage to be shared by an even smaller group for no less than six months (recruitment and training of replacement).

This past year has been very difficult. Overtime in our Center has not been discretionary. Every hour was required to ensure that someone was working in the Center. The resulting amount of overtime was staggering to our bodies as well as our budget.

The decision by Town Meeting to eliminate one position left us unable to reasonably absorb the loss of Jennifer Guzik, who resigned following the completion of her maternity leave. Even with the Director working dispatch shifts, it became all too common for dispatchers to work 12 to 16 consecutive hours three to four times a week. Sometimes no more than eight hours elapsed before a Dispatcher was required back to work. The fact that much of this occurred between 4:00PM and 8:00 AM or on an employee's two days off added to the strain felt by all.

While Kevin Gleason began training in September, Trudy Turcotte resigned two months later. Realizing that the situation was critical, the Town Manager reinstated the eliminated position. Unfortunately, lacking the proper resources for employees to work a week that didn't already require hours of overtime and with the Director working console shifts, the recruitment process was prolonged.

The hiring of Mary Dzialo in December was followed by the resignation of Maurice LaLumiere. To add to this lack of progress, Mary Longtin, hired in January, resigned after eleven weeks of training. Therefore, we ended our fiscal year as we began, with eight Dispatchers to do the hours of at least ten.

Our insufficient staffing level did not allow us time for involvement in activities beyond staffing the emergency console. Dispatchers could not be involved in the Fire Department S.A.F.E. program or take advantage of any training opportunities.

Though scheduling did not allow attendance at many meetings, I remain affiliated with the Massachusetts Communications Supervisors Association. In addition, I accepted membership in the Washington D.C.-based E911 Institute, formed last year to support the Congressional E911 Caucus and assist in promoting public education on E911 and emergency communications issues. The work done by these groups for the advancement of our profession will benefit Centers and our customers.

In addition to Kevin Gleason and Mary Dzialo, our staff includes Ann Misiaszek, Mike Curtin, Brad Worthley, Beth Dodge, Jess Alvaro and Josh Cicia. I continue to take pride and pleasure in working for and with our entire team of hard-working and conscientious dispatch professionals.

Rita K. Burke
Director, Communications Center

SERVICE LEVELS	<u>FY 98</u>	<u>FY 99</u>	<u>FY 00</u>	<u>FY 01</u>	<u>FY 02</u>	<u>FY 03</u>	<u>FY 04</u>
	<u>Actual</u>	<u>Actual</u>	<u>Actual</u>	<u>Actual</u>	<u>Actual</u>	<u>Actual</u>	<u>Actual</u>
Police Calls Dispatched	13,007	14,916	14,901	17,703	17,057	15,635	14,638
Fire Calls/in Amherst	984	1,046	928	1460	1,306	1,079	1,098
EMS Calls/in Amherst	1,969	2,030	2,238	2,307	2,348	2,249	3,238
Couldn't fulfill-mutual aid needed	NC	NC	NC	NC	NC	25	27
Medical Emergencies Requiring	NC	NC	NC	NC	NC	NC	996
Pre-Arrival Instructions							
Animal Control Calls	540	455	361	354	467	532	416
Police Administration Calls*	100K+	100K+	100K+	100K+	100K+	100K+	100K+
Fire/EMS Administration Calls	15,000	15,000	15,000	15,000	15,000	15,000	15,000
Call for Service Redirected to	NC	NC	NC	NC	NC	NC	8,900+
Agencies							
Other Fire/EMS Service Requests							
Belchertown (F)	238	234	288	286	293	280	304
Hadley (E)	521	639	559	544	643	644	744
Leverett (E)	41	45	63	77	76	56	68
Pelham (E)	42	51	54	42	43	60	66
Shutesbury (E)	35	41	46	49	41	41	61
Mutual Aid (E)	10	10	14	23	21	32	31
Mutual Aid (F)	3	8	13	13	27	13	15
Paramedic Intercept	17	14	17	26	10	30	39
Non Incident Details	735	731	729	761	801	783	873
911 calls Received*	NC	NC	NC	NC	5,698	5,551	5,252
CAD Calls Initiated	NC	NC	NC	NC	21,799	20,893	19,615
Teletype Transactions Processed	NC	NC	NC	NC	215,722	215,922	216,654
Burning Permits Processed	NC	NC	NC	NC	**276	765	**765
Fire Service Inspections Scheduled	NC	NC	NC	NC	**393	480	**480

NA = Not Applicable

NC = Not (previously) Counted

* Note: many calls for service are received via non-emergency lines

** Estimated

PERSONNEL CHANGES

Hired

Kevin Gleason	permanent full-time	09-08-03
Mary Dzialo	permanent full-time	12-01-03
Mary Longtin	permanent full-time	01-12-04

Resigned

Jennifer Guzik	permanent full-time	07-01-03
Trudy Turcotte	permanent full-time	11-23-03
Maurice LaLumiere	permanent full-time	02-20-04
Mary Longtin	permanent full-time	03-18-04

Detective Bureau

The Detective Bureau's function is quite diversified. The primary mission is to complete major investigations through support of the patrol force, as well as maintain self-initiated activity in information gathering and problem solving. It must complete background investigations, it performs court-related functions, is liaison to community groups, responds to school resource needs, performs sex offender registration, and is the point of contact for other law enforcement agencies. An additional function has been weekly contributions to the departmental website, keeping citizens apprised of criminal activity in town.

During the last fiscal year, the Detective Bureau was staffed by Sergeant Christopher P. Pronovost, Detective Christina B. Knightly, Detective Brian T. Johnson, Detective Stephen Walsh, Detective Jeannine Bonnayer and Detective Jamie J. Magarian. Detective Walsh handled the duties of court liaison officer as well as lead investigator for computer-related crimes. Detective David W. Foster acted as liaison to the schools, the juvenile courts system, the Department of Youth Services and many other juvenile service agencies. Detective Christina B. Knightly was also attached to the unit to assist with investigations, among her numerous other duties. Detectives Bonnayer and Johnson handled the bulk of criminal investigations. Detective Bonnayer is also designated as the Department's domestic violence outreach officer, who keeps our unit in tune with the needs of the community as well as the district attorney's office. Lieutenant Ronald A. Young acted as the officer in charge.

The case load for investigators rose over the last fiscal year. Some of the highlighted investigations involve several arrests for trafficking cocaine, firearms charges, assaults, armed robberies and several lengthy fraud cases. In December, two armed home invasion investigations were launched and are ongoing. We have seen a sharp increase in computer-related crimes, both financial and involving child exploitation. Our unit has worked closely with surrounding law enforcement and federal agencies. A total of 129 people were charged through indictment, arrest or summons over the last twelve months, with a total of 168 charges.

Ronald A. Young
Lieutenant

POLICE PERSONNEL CHANGES
JULY 2003 – 2004

RESIGNATIONS:

Jill Osowski

March 31, 2004

RETIRED:

None

NEW HIREES:

None

PROMOTION:

Jennifer Gundersen

Promoted to Lieutenant

September 9, 2003

AMHERST POLICE DEPARTMENT
ANNUAL POLICE STATISTICS
FY2004

POLICE DEPARTMENT ACTIVITY
JULY 01, 2003 – JUNE 30, 2004

POLICE CALLS FOR SERVICE
RECORDED BY PUBLIC SAFETY COMMUNICATIONS CENTER

209 A SERVICE	296	PRIVATE / TRESPASS TOW	5
911 HANG UP	248	PRISONER TRANSPORT	135
ABANDONED M V	4	RECOVERED MV	29
ADMIN DUTY	108	RECOVERED PROPERTY	359
ANIMAL COMPLAINT	416	RESIDENTIAL ALARM	231
ANNOYING CALL(S)	63	ROBBERY	7
ASSAULT	85	SECURITY CHECK	505
ASSIST A F D	337	SEX OFFENSE	10
ASSIST CITIZEN	945	SHOPLIFTING	22
ASSIST OTHER AGENCY	445	SPECIAL / UNUSUAL OCCURRENCE	2
ASSIST OTHER P D	204	STOLEN M V	33
B & E	110	SUMMONS SERVICE	451
B & E M V	98	SUSPICIOUS	1,283
BANK / A T M ALARM	37	T B L VIOLATION	62
CHILD ABUSE	8	TRAFFIC	891
CITIZEN TRANSPORT	163	TRAFFIC MONITOR	23
COMMERCIAL ALARM	593	TRESPASS	69
COMMUNITY POLICING	158	UNATTENDED DEATH	12
DISTURBANCE	418	VANDALISM	295
DOMESTIC	118	WARRANT SERVICE	210
DRUG LAW VIOLATION	42	WELL BEING CHECK	184
ESCORT	291		
FIGHT	92		
FOLLOW UP INVESTIGATION	405		
FORGERY / COUNTERFEIT	6		
FRAUD	4		
HOUSE CHECK	101		
LARCENY	300		
LIQUOR I D CHECK	80	<u>TOTAL CALLS FOR SERVICE</u>	14,603
LIQUOR LAW VIOLATION	206		
LOCATED PERSON	22		
M V COMPLAINT	54		
M V CRASH P D	884		
M V CRASH P I	106		
M V STOP	740		
MEDICAL / MENTAL	54		
MISSING PERSON	55		
MISSING PROPERTY	133		
NOISE COMPLAINT	1,045		
O U I	245		
PARKING BAN	65		
POLICE TOW	1		

PERSONS DETAINED BY/AT AMHERST POLICE DEPARTMENT**ADULTS FY 04**

ARRESTED OFFENDERS	1,162
SUMMONSED PERSONS	319
PROTECTIVE CUSTODY	14

JUVENILES FY 04

ARRESTED OFFENDERS	22
SUMMONSED PERSONS	52
PROTECTIVE CUSTODY	0

OFFENSES (IBR) CHARGED - AT TIME OF ARREST

FORCIBLE RAPE	3
FORCIBLE SODOMY	1
ROBBERY	9
AGGRAVATED ASSAULT	34
SIMPLE ASSAULT	109
INTIMIDATION	3
ARSON	2
BURGLARY / B&E	17
POCKET-PICKING	1
SHOPLIFTING	14
ALL OTHER LARCENY	24
MOTOR VEHICLE THEFT	4
COUNTERFEITING / FORGERY	4
FALSE PRETENSE / SWINDLE	3
CREDIT CARD / AUTOMATIC TELLER	1
STOLEN PROPERTY OFFENSES	7
DESTRUCTION / VANDALISM	17
DRUG / NARCOTIC VIOLATION	106
STATUTORY RAPE	2
PORNOGRAPHY / OBSCENE MATERIAL	1
WEAPON LAW VIOLATION	2
BAD CHECKS	2
DISORDERLY CONDUCT	65
DRIVING UNDER INFLUENCE	249
DRUNKENNESS	15
LIQUOR LAW VIOLATIONS	223
TRESPASS OF REAL PROPERTY	7
ALL OTHER OFFENSES	139
TRAFFIC TOWN BYLAW VIOLATIONS	499

TOTALS	1,563
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<u>MOTOR VEHICLE (MV) CRASHES</u>	FY04
MV CRASH REPORTED IN PERSON OR BY MAIL	494
MV CRASH INVESTIGATED REQUIRING POLICE REPORTS	901
MV CRASH WITH CITATIONS ISSUED	253
MV CRASH TOTAL CITATIONS ISSUED	307
MV CRASH WITH PERSONAL INJURY	117
MV CRASH TOTAL INJURED PERSONS	156
MV CRASH INVOLVING PEDESTRIANS	14
MV CRASH INVOLVING BICYCLES	10
MV CRASH INVOLVING MOTORCYCLES	3
MV CRASH INVOLVING WHEELCHAIRS	0
MV CRASH WITH FATALITIES	0
MV CRASH / HIT AND RUN	94
<u>MOTOR VEHICLE CITATIONS FY 04</u>	
ALLOW IMPROPER OPERATION OF MV	1
CROSSWALK VIOLATION	33
DEFECTIVE/FAULTY EQUIPMENT	45
FAILURE TO USE CARE (TOWN BY LAW)	24
FAILURE TO REPORT CHANGE IN ADDRESS	1
FAILURE TO SLOW FOR PEDESTRIAN	3
FAILURE TO YIELD AT INTERSECTION	117
IMPROPER PASSING	14
IMPROPER TURNING MOVEMENT	3
INVALID INSPECTION STICKER	121
JUNIOR OPERATOR VIOLATION	10
LEAVING THE SCENE OF ACCIDENT WITH PROPERTY DAMAGE	7
MARKED LANE VIOLATION	43
NUMBER PLATE VIOLATION	9
OPERATING WITH NO LICENSE/REGISTRATION IN POSSESSION	61
OPERATING AFTER SUSPENSION/REVOCATION	134
OPERATING UNDER INFLUENCE ALCOHOL/DRUGS	16
OPERATING UNINSURED MOTOR VEHICLE	12
OPERATING UNREGISTERED MOTOR VEHICLE	53
OPERATING UNLICENSED OPERATOR	56
SPEEDING	298
STOP SIGN/RED LENS	117
UNDER 21 WITH LIQUOR IN POSSESSION	2
VIOLATION OF COMMONWEALTH REGULATIONS CMR	9
WARNINGS	5,628
TOTAL CITATIONS	6,817